

Fax 803 896 5231 2013-90-E

242643

PREPARED BY

DATE

RUSSELL C JOHNSON

981 Echo Ridge Dr

4-3-13 de

DUNCAN SC 29234

864-431-2227

Re DOCKET 2013-90-E

RECEIVED

APR 03 2013

PSC SC
MAIL/DMS

JOSELYN G BOYD REQUIRE

CHIEF CLERK & ADMINISTRATION

PUBLIC SERVICE COMMISSION OF SC

101 EXECUTIVE CTR DRIVE, SUITE 100

COLUMBIA, S.C. 29202

Re RUSSELL C JOHNSON VS Duke Energy Carolinas LLC

Suppose Request. Re Account 1373507146

Dear Ms. Boyd

Thank You For Speaking With Me Yesterday, As
Discussed Please Suppose

① Mr. SEAN T McNAMARA 434 MELBOURNE LN

SPRINGDALE SC 29301- REAL OWNER OF ACCOUNT

② FELIX DEL ROSARIO Duke Energy Carolinas.

CHARLOTTE NC OFFICE I BELIEVE

③ MANAGER TONY LAST NAME UNKNOWN STATED He ON

RECORDS - AS REFUSES TO GIVE NAME BUT TOLD ME

He IS NOW IN NC AND HE KNOWS ACCOUNT IS NOT HERE

DOES NOT WANT MY PHOTOS - AS WHAT REQUESTED TO

GIVE NAME OR NUMBER VERY RUDE

RETURN DATE: OK/de

SERVICE: OK/de served by de

PREPARED BY

DATE

1
2 DUE REVENUE HAS BEEN CANCELED BY ME A NUMBER
3 OF 20 TIMES, TRYING TO GET THE MATHS STRAIGHTEN
4 OUT:- MGA TONG WHO REFUSED HIS DAME (LAST)
5 AND EMPLOYER NUMBER TOLD ME DIRECTLY HE KNOWS
6 IT IS NOT MY ACCOUNT AS BILLS WERE PAID
7 BY SMOKE RESTAURANT GROUP NOT ME AND PROBABLY
8 OF PAYMENTS DO NOT MATCH MINE -

9 THEY HAVE LIES TO ME AND REFUSED ALL REQUESTS
10 FOR INFORMATION ASK FOR

11 BESIDES THE 3 SUPPLIERS PLEASE SUPPLY BILL AND
12 PAYMENT RECORDS FOR THIS ACCOUNT.

13 ANY QUESTIONS PLEASE CALL ME

14 I AM SORRY FOR YOUR TROUBLE BUT PLEASE HAS REQUESTED
15 AN INVESTIGATION ASK FOR - TOTAL STATE WHEEL

16
17 Sincerely,
18
19 Peter Johnson
20
21
22
23
24
25
26
27
28

DUKE ENERGY
EXECUTIVE DIRECTOR

1101 Main Street, Suite 100
Columbia, SC 29201



Phone: (803) 737-0800
Fax: (803) 737-0801

JOHN FRANKLIN
CHIEF OF STAFF

shudson@regstaff.sc.gov

Shannon Bousyer Hudson
Counsel for ORS

April 2, 2013

VIA ELECTRONIC FILING

Jocelyn G. Boyd, Esquire
Chief Clerk & Administrator
Public Service Commission of South Carolina
101 Executive Center Drive, Suite 100
Columbia, South Carolina 29210

*THIS IS A Reply/Response
TO Testimony OF Mr HUDSON
As You can tell I'm Not A Giant
Wannabe, But Not My Account
To Ms Boyd Esquire
From Russ Johnson Petitioner*

Re: Russell C. Johnson, Complainant/Petitioner v. Duke Energy Carolinas, LLC,
Defendant/Respondent
Docket No. 2013-90-E

Dear Ms. Boyd:

The South Carolina Office of Regulatory Staff ("ORS") submits for filing the attached pre-filed direct testimony of Takisha Anderson in the above referenced docket. The customer's account number is redacted from both the testimony and exhibit. ORS also notes that the redacted account number on the exhibit is the same account number redacted in the testimony.

Respectfully submitted,

Shannon B. Hudson

Shannon B. Hudson

Enclosures

cc: Russell C. Johnson
Brian L. Franklin, Esquire
Timika Shafeek-Horton, Esquire

*Also Found My Notes (Kacoma)
From Previous Conversation in
My Files -*

*I Carry All Enclosed is
Truth - Respectfully
Russ Johnson*

THE OFFICE OF REGULATORY STAFF

DIRECT TESTIMONY

OF

TAKISHA ANDERSON

APRIL 2, 2013



DOCKET NO. 2013-90-E

**COMPLAINT FILED BY MR. RUSSELL C. JOHNSON
AGAINST DUKE ENERGY CAROLINAS, LLC.**

Testimony of Takisha Anderson
April 2, 2013

Docket No. 2013-90-E Mr. Russell Johnson v. Duke Energy Carolinas, LLC
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TESTIMONY OF TAKISHA ANDERSON

FOR

THE OFFICE OF REGULATORY STAFF

DOCKET NO. 2013-90-E

IN RE: COMPLAINT FILED BY RUSSELL C. JOHNSON AGAINST

DUKE ENERGY CAROLINAS, LLC.

**Q. PLEASE STATE YOUR NAME, BUSINESS ADDRESS AND
OCCUPATION.**

A. My name is Takisha Anderson. My business address is 1401 Main Street,
Suite 900, Columbia, South Carolina 29201. I am employed by the State of South
Carolina as an Investigator in the Consumer Services Department of the Office of
Regulatory Staff ("ORS").

**Q. PLEASE STATE YOUR EDUCATIONAL BACKGROUND AND
EXPERIENCE.**

A. I have a Bachelor's Degree from North Carolina Central University and a
Master's Degree from Strayer University. I have been an Investigator in the
ORS's Consumer Service Department since 2010. Prior to 2010, I was employed
in the private sector in a national account management and sales capacity from
1997 to 2010.

**THE OFFICE OF REGULATORY STAFF
1401 Main Street, Suite 900, Columbia, SC 29201**

Testimony of Takisha Anderson
April 2, 2013

Docket No. 2013-90-E Mr. Russell Johnson v. Duke Energy Carolinas, LLC
Page 2 of 5

1 **Q. WHAT ARE YOUR DUTIES AS AN INVESTIGATOR WITH THE**
2 **OFFICE OF REGULATORY STAFF'S CONSUMER SERVICES**
3 **DEPARTMENT?**

4 A. I investigate consumer complaints and inquiries and mediate escalated
5 consumer complaints. I also coordinate meetings with ORS Staff to discuss
6 consumer related issues. Furthermore, I conduct utility customer relations
7 compliance reviews and coordinate on-site inspections and tests of the utilities'
8 equipment.

9 **Q. WHAT IS THE PURPOSE OF YOUR TESTIMONY IN THIS**
10 **PROCEEDING?**

11 A. The purpose of my testimony is to provide the results of ORS's
12 investigation into Mr. Russell Johnson's complaint against Duke Energy
13 Carolinas, LLC ("Duke Energy").

14 **Q. PLEASE SUMMARIZE THE COMPLAINT ORS RECEIVED FROM MR.**
15 **RUSSELL JOHNSON AGAINST DUKE ENERGY.**

16 A. ORS was contacted on February 20, 2013 by Mr. Johnson who
17 complained Duke Energy billed his residential account for an additional charge of
18 \$1,057.15. Mr. Johnson stated the additional charge of \$1,057.15 was not
19 incurred by him and he was not responsible for payment of the additional charge.

20 **Q. WHAT ACTION DID ORS TAKE AFTER RECEIVING MR. JOHNSON'S**
21 **COMPLAINT?**

22 A. It is the practice of the ORS Consumer Services Department to contact the
23 utility regarding the consumer complaint and request a response from the utility. I

1 contacted Duke Energy and requested a response to Mr. Johnson's complaint
2 concerning the disputed amount on his residential bill identified as 'Balance From
3 Account in the amount of \$1,057.15'.

4 **Q. WHAT INFORMATION DID DUKE ENERGY PROVIDE ORS?**

5 A. Duke Energy provided ORS with a copy of a final bill dated January 7,
6 2013 for small general service provided to 7520 Highway 9. The bill provided to
7 ORS does not contain the city and zip code; however, the bill identifies Mr.
8 Russell C. Johnson as the account holder. The account number listed on the bill is
9 and the total amount shown on the final bill is \$1,041.52. (Exhibit
10 TA-1) A "final bill" is issued in accordance with 10 S.C. Code Ann. Regs 103-
11 341.3 after a customer notifies the electrical utility of their desire to have service
12 terminated.

13 According to Duke Energy, Mr. Johnson transferred service from another
14 address to the 7520 Highway 9 address on August 7, 2012. Subsequently in
15 January 2013, Mr. Johnson requested Duke Energy terminate service to the small
16 general service account for 7520 Highway 9. At this time, Mr. Johnson was sent
17 a final bill dated January 7, 2013, for the 7520 Highway 9 address in the amount
18 of \$1,041.52. This final bill shows a past due date of January 21, 2013. Based on
19 Mr. Johnson's nonpayment of the final bill for the 7520 Highway 9 address, Duke
20 Energy transferred the final charges for account along with a 1.5%
21 late charge for a total amount of \$1,057.15 to Mr. Johnson's residential account at
22 987 Echo Ridge Drive, Duncan, SC.

*Why Do They Not Have Transition TO F10 #
On Sept 17, 2012, Why is Trans Missing*

Testimony of Takisha Anderson

Docket No. 2013-90-E Mr. Russell Johnson v. Duke Energy Carolinas, LLC

April 2, 2013

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1 Q. BASED ON YOUR TELEPHONE CONVERSATIONS WITH MR.
2 JOHNSON, WAS MR. JOHNSON AWARE THE BILLING ACCOUNT
3 FOR ADDRESS 7520 HIGHWAY 9 WAS ESTABLISHED IN HIS NAME?

4 A. Yes. Mr. Johnson indicated he was aware that the account was in his
5 name. *TRUE AS GUESTED THE 9/17/12 WHEN E.W. WAS SUPPLYING TO DUKE ALSO VIA TELEPHONE - TO MARY-C S REP.*

6 Q. DID MR. JOHNSON PROVIDE ORS DOCUMENTATION TO SUPPORT
7 THE POSITION THAT MR. JOHNSON SHOULD NOT BE HELD
8 RESPONSIBLE FOR THE ADDITIONAL CHARGE OF \$1,057.15?

9 A. No. Mr. Johnson did not provide ORS information to support the position
10 that he is not responsible for payment of the billing account at 7520 Highway 9.

11 Q. *UNWILLING AND 15 PLUS COOPERATION TO DUKE ENERGY - SUPPLYING COASTAL TALK*
DID DUKE ENERGY OFFER A DEFERRED PAYMENT
12 ARRANGEMENT ("DPP") FOR THE BALANCE TRANSFERRED TO
13 THE RESIDENTIAL ACCOUNT?

14 A. Yes. Duke Energy advised ORS a deferred payment arrangement ("DPP")
15 could be offered for the balance owed on the residential account in accordance
16 with 10 S.C. Ann. Reg. 103-352.c. ORS provided the DPP offer to Mr. Johnson
17 and he declined the offer. *I WILL NOT PAY WHAT IS NOT MINE*

18 Q. *BELONGS TO SOME BUSINESS CONCERN, MR. SINCE THE HOMEOWNERS*
DID MR. JOHNSON RECEIVE A NOTICE FROM DUKE ENERGY
19 THAT HE WAS SUBJECT TO DISCONNECTION AT HIS RESIDENCE
20 FOR BEING IN ARREARS ON THE 7520 HIGHWAY 9 ACCOUNT
21 BEFORE THE FINAL BILL AMOUNT OF \$1,057.15 WAS
22 TRANSFERRED TO HIS RESIDENTIAL ACCOUNT?

23 A. No.

*NOT TRUE EITHER DID THREATEN ME WITH SEIZURE
THOUGH DUKES BE TO HOME - NOT MY RESPONSIBILITY AND HOME BELONGS
TO OTHER PEOPLE*
THE OFFICE OF REGULATORY STAFF
1401 Main Street, Suite 900, Columbia, SC 29201

Testimony of Takisha Anderson

Docket No. 2013-90-E Mr. Russell Johnson v. Duke Energy Carolinas, LLC

April 2, 2013

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1 Q. DOES ORS HAVE A RECOMMENDATION TO THE COMPANY?

2 A. Yes.

3

4 10 S.C. Code Ann. Regs 103-342 provides:

5 *THIS ACCOUNT AT 987 ECHO RIDGE DRIVE DUNCAN SC*
 6 Unless otherwise stated, a customer shall be
 7 allowed a reasonable time in which to correct any
 8 discrepancy which may cause discontinued
 9 service. Service may be denied or discontinued
 10 for any of the following reasons:

11

12 ...
 13 1. The electrical utility may terminate a
 14 customer's service should the customer be in
 15 arrears on an account for service at another
 16 premise.

17 *House Also Belongs TO GAIL Johnson.*
 18 ORS recommends Duke Energy send a notice of disconnection to a customer

19 before an account balance in arrears from another premise is transferred to the

20 customer's active account.

21 Q. DOES THIS CONCLUDE YOUR TESTIMONY?

22 A. Yes, this concludes my testimony.

*Also Mr Tony (N. last name) Said I Never Paid on THIS Account
 was paid by S.R. King And - Does Not Match My EIN Numbers*

*Testimony - This Account Belongs To Sean T
 McNamee Smoke Restaurants Group who still owns
 this account, He is A Thier, And A Family, I Have. Unit.
 Witnesses That I Never Paid on Ours That Account.
 And Enclosure is Agreement Between Sean McNamee And
 Myself Admitting He Was Responsible for All Smoke Resto.
 Bills From 12-26-11 And On going in Future Unit.*

*Thub Jan
 Broad Spectrum*

PREPARED BY

DATE

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Duke
EIN

And

9/17/12

changed to Smith R. Long

800-653 5307

Mary - Muehle

800 777 9898

No 1

12/26/12

TO WHOM IT MAY CONCERN

Sean T McNamara & Russ Johnson
 Have Divided THE Pappanini Express
 Pizzeria Co. BEING ^(Sean T McNamara) STM owns THE
Imperial ^{Unit #2} Know AS ^{Russ Johnson} Red Boiling Springs OR
LAKE BOWER - AND RET owns -
#1 Lynn & West Side Know AS Spawnsburg
Food Will Be Responsible for his own Unit
Starting Today Unit Post The Assets & Amounts
owed By STM & Co ARE His Responsibility

WITNESSES

ATTN
Conn Sullivan

Russ Johnson
Sean McNamara Jr.

Sean McNamara Jr.

Witness
Sean Johnson
Shirley Johnson

SAV

Deborah.Easterling

From: Deborah.Easterling
Sent: Wednesday, April 03, 2013 9:23 AM
To: 'brian.franklin@duke-energy.com'; 'timika.shafeek-horton@duke-energy.com'; Hudson, Shannon; Joseph.Melchers; David.Butler
Subject: 2013-90-E - Testimony - Johnson
Attachments: Scanned document from a SCPSC Xerox multifunction device001.pdf